

MULTIMEDIA



UNIVERSITY

STUDENT ID NO

--	--	--	--	--	--	--	--	--	--

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2018/2019

BIN1014 – INTRODUCTION TO ENTERPRISE RESOURCE PLANNING (B01)

9th March 2019
14:30pm – 16.30pm
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **THREE (3)** printed pages including cover page.
2. Answer **ALL** questions in the answer script given.
3. Marks are shown at the end of each question.

ESSAY QUESTIONS (100 Marks)

There are **FOUR(4)** questions in this section. Answer **ALL** questions.

Question 1

(a) Explain how ERP systems manage the process from sales to delivery in terms of :

- | | | |
|-------|---------------------------------------|-----------|
| (i) | operational efficiency | (5 marks) |
| (ii) | handling complex transaction | (5 marks) |
| (iii) | supply chain management and lead time | (5 marks) |
| (iv) | communication and | (5 marks) |
| (v) | inventory & warehouse management | (5 marks) |

(Total: 25 marks)

Question 2

- (a) What are the features of the Materials Management module? (9 marks)
- (b) Explain the major functions and **ANY THREE (3)** applications of the Materials Management System? (16 marks)

(Total: 25 marks)

Question 3

- (a) Define MRP and explain the purchasing group and valuation area concept in Material Management Process (8 marks)
- (b) Explain how Sales & Distribution (SD) and Material Management (MM) processes are connected in SAP. (5 marks)
- (c) Describe a 'Sales Order' and the elements that contain in a sales order. (12 marks)

Question 4

- (a) What is CRM and explain the basic functions of CRM Module in ERP? (10 marks)
- (b) What are the functions of Quality Management module? (15 marks)

(Total: 25 marks)

End of Page